

SENIOR ELIGIBILITY WORKER

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs intermediate paraprofessional work serving as lead worker in the determination or redetermination of the eligibility of individuals for various assistance programs; does related work as required. Work is performed under regular supervision. Limited supervision may be exercised over subordinate personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Participating and serving as lead worker in receiving and processing eligibility applications; determining and redetermining eligibility; referring clients to service workers; investigating fraud; preparing and maintaining files and records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Serves as team leader; provides direction, monitoring, training and assistance to employees; coordinates daily work activities; organizes, prioritizes and assigns work; monitors status of work, inspects completed work; troubleshoots problem situations; assists other employees with interpretation of policies/procedures as needed; assists in diffusing difficult clients/applicants; assists in training team members in fraud/overpayment and in interviewing/investigative techniques.
- Performs the duties of an Eligibility Worker.
- Redetermines eligibility of recipients for continued assistance; conducts monthly, quarterly, annual reassessments of case records for compliance with applicable laws, regulations and policies governing determination of eligibility and level of payments.
- Conducts public assistance fraud investigations; investigates alleged fraudulent activities on the part of clients receiving/applying for public assistance benefits; interviews suspects/witnesses; examines agency records and case files; identifies possible fraud/overpayment; gathers evidence to prove or disprove allegations against clients; prepares narratives/summaries and performs follow-up investigations as needed; calculates overpayment amounts; obtains repayment/remedial agreements in lieu of court action when possible; recommends court prosecution or administrative disqualification of offenders; prepares cases for referral for prosecution and testifies in court; provides liaison with attorney in court cases and in actively monitoring restitution requirements.
- Leads efforts in fraud prevention; represents the County at state fraud investigation meetings; recommends systems and procedural changes to the eligibility process to reduce likelihood of fraud; develops recommendations regarding division policies relating to fraud investigations and prosecution; monitors collections; tracks success of fraud program in identifying and retrieving overpayments.
- Prepares reports relating to department activities; prepares statistical reports relating to fraud activities for agency use.
- Receives, prepares or completes various forms, reports, correspondence, logs, evaluation forms, case actions, case tracking forms, client records, or other documents.
- Serves as staff at Red Cross shelters; assists in coordinating shelter operations during emergency situations.
- Attends various meetings; represents the agency with various boards, committees, or community organizations; makes presentations.
- Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, desktop publishing, email, Internet, or other computer programs.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the principles and practices of public social service organizations; general knowledge of current social, economic and health problems and of human behavior and social functioning; ability to interpret complex Federal and State policies and procedures; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in human services or related field and considerable experience as an Eligibility Worker.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, walking, fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.